

OBSERVATION REPORT #4

Verizon-New Jersey (VZN-NJ) returned unacceptable due dates for local service orders.

Issue

KPMG Consulting submitted local service orders (LSR) requesting September 7, 2000 as the due date. The orders received confirmations; however, the due dates that were returned on the confirmations were approximately one week earlier than the requested September 7, 2000 due date. See below for a sample of the orders in question.

PON	Ver	LSR Sent	Desired Due Date	Verizon Issued Due Date
145B011J0X010001	AB	08/29/00	09/07/00	08/31/00
152B011J0X010001	AA	08/30/00	09/07/00	08/30/00

KPMG Consulting contacted the Telecom Industry Services Operating Center (TISOC) to change the due date for the orders to September 7. The TISOC acknowledged the due date change to the originally requested September 7 due date. The TISOC did not provide a trouble tracking or ticket number. Afterwards, KPMG Consulting received provisioning completion notices for these orders with the due dates of August 30 and 31.

Assessment

VZN-NJ did not provide due dates on or after the requested due dates. Due dates for provisioning completed before the requested due dates might initiate undesired service and begin billing to CLECs for service that is not yet desired. Furthermore, after requesting a change to reflect the requested due date, VZN-NJ failed to adjust the due date.

Accordingly, VZN-NJ's inability to provide acceptable due dates will not allow CLECs to consistently provide expected due dates to their customers.